

Public Input to the FCC
Telecommunications Relay Service Docket CG 03-123
September 14, 2006

Hello. My name is Tara Holcomb. I come from a deaf family and I have used TTY relay all my life. I learned how to type when I was three or four and had a lot of experience with that. Now, through TRS, you know, we have made great steps since just having TRS. But the community at-large doesn't understand the service, so I'm hung up on often. So sometimes I have to call and redialed over and over again, to wait for a new interpreter. If I'm typing, I have to wait for the message to come across, and wait for them to speak. And there's no free interaction. There's no turn taking. VRS really saves us a lot of time and I really appreciate the service and technology but my concern is the quality level of interpreters.

We want to be able to use ASL. We need more quality interpreters for VRS and as the service has grown, like one else said, the quality of interpreters has decreased. I get interpreters ask me to repeat over and over and over again. You know, the quality of interpreters is no good, what's the difference of VRS and TRS if we're going to still have the same time lag if they don't understand what I'm saying. I want to have the same access including hearing people. Speaking to captions, news broadcasts should be captioned. I don't even care if it's very late in the evening. Often with live captions the words are misspelled or mistranscribed and garbled. It's really important that I get accurate captions during live broadcasted information.

Tara Holcomb
1022 5th St. NE
Washington, DC 20002
tara.holcomb@gallaudet.edu